

Minutes of Board Meeting
September 12, 2018
10:00 a.m.
Conference Call

Present

David Connell, Chairman
Jeff Wigington, Secretary
Hubert Parker
Jim Cole
Wallace Coopwood
Bob Pierce

Not Present

Jeff Markey, Vice Chairman
Rachel Little
Britt Fleck

Additional attendees were Amy Radley (State Attorney General's Office), Guy Bennett, Morris Bennet and members of the DDS Staff.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:00 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the August 8, 2018 Board meeting. A motion was made by Wallace Coopwood to approve the regular meeting minutes as presented; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Moore greeted the Chairman and Members of the Board. The Commissioner welcomed first time attendees: District 9 Manager Doug Breininger, District 5 Manager Eric Mitchell, District 1 Manager Melinda Cox and ADAP Coordinator Melisa Mims. The Commissioner and Chairman also welcomed our guests. Commissioner Moore gave a few updates on: AAMVA International, Mobile App Launch and Facilities.

AAMVA International Conference (AIC):

- The Commissioner went through some of the topics of interest to Georgia. He particularly noted topics involving customer service experience, REAL ID implementation, identity proofing & vetting. He noted that the challenges faced are almost always across jurisdictions.
- Commissioner Moore was sworn in as a member of AAMVA Board of Directors at AIC. He will serve a 3-year term as one of its 12 members.
- A Safety Enforcement Award was presented to the Commissioner by Federal Motor Carrier Safety Administrator Ray Martinez at the AAMVA Board meeting for the outstanding work of "zero pointers" in the state. The Commissioner then presented it to DDS Help Desk and IT staff and pictures were shown of both presentations.

- The Commissioner spoke about how impressive it is to have five of our team members serving on AAMVA committees.
 - Angelique McClendon, Director of Legal Services – Legal Representative on Driver Standing Committee
 - Kecia Bivins, Director of Field Operations – Driver Representative on Vehicle Standing Committee
 - Brett Young, Director of PMO – Autonomous Vehicle Working Group
 - Kyle Cain, Deputy Director of Regulatory Compliance. – Driver Standing Committee
 - Mindy Park, Deputy Director of Legal Services – Region II Conference Planning Committee

Mobile App (DDS 2 GO) Launch:

- Commissioner Moore thanked the staff for doing a great job with the launch. The Governor seemed very pleased with the event.
- Chairman Connell also thanked the team for an impressive event and mentioned how important our agency is for assessing the health of state government as acknowledged by Governor Deal.
- The App has been downloaded 14,790 times. We had 459 customers receive notifications and 377 customers paid for services.
- Promotion of the App will include 130,000 radio ads between September & November and 105,000 digital media ads between September & March of 2019.

Facilities:

- Conyers:
 - We are currently working very hard with the State Properties Commission as well as our current landlord to accommodate 40 or 50 people from FAST who will be coming to this agency to plan and execute the second phase of DRIVES.
- Gainesville:
 - The new building is expected to have 18-20 counters and 3 commercial testing carousels.
 - The projected completion date is October 2019.
 - The ground breaking to be scheduled soon.
- Jackson:
 - We are seeking a new location. The property we currently sit on was owned by a local property owner who has recently sold that property and DDS will need to relocate.
 - The Commissioner explained that we may have found a new property and will move quickly to make the transition.
- Atlanta:
 - The Atlanta CSC parking expansion will add a minimum of 26 and possibly well more than 30 additional parking spaces. Parking is currently a serious problem here.
 - We plan to purchase the adjoining lot to our current location in Atlanta for a cost of \$200,000 but we need Board approval of a Resolution to finalize the process.

Wallace Coopwood moved to approve the Resolution; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

Ricky Rich (Deputy Commissioner) gave an update on Change Management:

- We recently had 86 managers complete Change Management Training.
- "Introduction to Change Training" was recently delivered to 57 team members in Canton.
- Deputy Commissioner Rich explained, we have 2 additional sessions for managers and assistant managers and 15 additional sessions for team members currently scheduled. Once these trainings are completed, nearly 100% of staff will be trained.
- Darrell Harrison (Business Standards Unit Manager) received a certificate for his completion of the Change Management Certification program. DDS will have an internal resource going forward as a Certified Change Management Practitioner (CCMP).

Commissioner Moore provided an update on the Agency's performance. One thing we continue to notice is that, the volume is consistent. We continue to serve well over 300,000 customers monthly. He noted that the agency has seen our wait times go up a little bit, but he is not alarmed. We have implemented a new lobby management system over the last several months and we are now getting some stability from that implementation. We will be re-emphasizing our focus of meeting our service level goal of serving customers in 30 minutes or less.

Commissioner Moore concluded his report with an update on the customer satisfaction surveys. The Commissioner mentioned that what continues to amaze him about the survey is the fact that we continue to get increased participation. In June, we had 7462 people respond to the survey. In July, we had 7791 respondents, and last month we had 8758 respondents. These are people that are providing feedback to let us know how we're doing, and we continue to get positive responses. "Was our staff courteous?" 96% of those were satisfied or responded they had excellent customer service. "Was our staff knowledgeable?", this is very key to us because we want to make sure we have people that are trained to respond, 97% said satisfactory or excellent. The majority was overwhelmingly excellent. "Was our facility clean and adequate?" again, it was. Commissioner Moore said that we will probably miss a customer or two somewhere, but overwhelmingly the majority of our customers are served and being served well.

Chairman Connell mentioned looking at the report, June and July was a little concerning. He said he would like to have a little bit more specific discussion next month. The Commissioner told the Chairman that he could absolutely speak to that. We had a change in the technology that records this information, so we went from traditionally our Qmatic technology to our new lobby management system (Nemo Q). Commissioner Moore said the numbers are not accurate because we had several centers that were not counted because they were not on the system. He said he would be glad to provide more information next month when in person to show the progression to the new system. The Chairman suggested we add a footnote that provides information in the report to explain the numbers so people on the outside looking at the report would know exactly what happened. The Commissioner agreed to do that immediately.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.28** Requests for Medical Alert Information

Hubert Parker moved to approve the Initial rules for adoption; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

Rules for Final Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **1-1-.17** Issuance of a Commercial Driver's License following a Lifetime Disqualification

Wallace Coopwood moved to approve the final rules for adoption; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Citizen Waivers

1. Guy Raymond Bennett – He is seeking a Georgia (GA) driver's license in the name of Guy Raymond Bennett. He is 59 years old. The state of Alabama (AL) is unable to locate his birth certificate. He was in the foster care system and his birth documents are missing. He has his birth not found-AL, Immunization record, school withdrawal, high school equivalency certificate, GED testing service, medical record, SNAP report, valid AL driver's license, expired GA driver's license and Social Security Card (S/S).

Hubert Parker moved to approve the waiver; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

2. Leeroy Charles Collins – He is seeking a Georgia driver's license in the name of Leeroy Charles Collins. He is 64 years old. He is missing his certificate of naturalization. He is living at poverty level and the cost of a replacement certificate is \$555 and will take 6-8 months to receive. He has his German birth certificate, DD214, valid Florida license with gold star, US district court document from 2018 (shows naturalized in 1978) and SAVE document from 2018 (SAVE result shows him as a citizen).

Jeff Wigington moved to approve the waiver; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

3. Jane Elizabeth Sanders – She is seeking a Georgia ID in the name of Jane Elizabeth Sanders. She is 67 years old. She was never issued a birth certificate. She is working on a delayed birth certificate with the state of GA. She was told the process will take 1 to 2 months. She has her school record, marriage license (married Jim Burns), marriage license (married Gary McBride), children's birth certificate, one with maiden name of Smith, marriage license (married Wilbert Melvin Sanders), Numident and expired GA driver's license.

Bob Pierce moved to approve the waiver; Hubert Parker seconded the motion with unanimous approval by the remaining Board members.


New or Old Business

The next Board meeting will be held on October 17, 2018.

Adjournment

There was no further business to discuss; Chairman David Connell called a motion to adjourn. A motion was made by Wallace Coopwood and seconded by Jim Cole with unanimous approved by the Board.

Respectfully Submitted,



Jeff Wigington

